



RECEIVED

June 30<sup>th</sup>, 2016

JUN 30 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg PA 17105-3265

**Re: William Kovalenko**  
**PUC Docket no C-2016-2552637**

Dear Secretary Chiavetta,

Please, be advised that the above captioned complaint has been resolved pursuant to an agreement reached between the Complainant and American Power & Gas.

This letter shall serve as certification pursuant to 52 Pa. Code 5.24(b) that there is a satisfaction with the manner in which we have resolved this complaint. By copy of this letter the Complainant is advised of the right to object to this Certificate of Satisfaction within 10 days from the date of this letter by communicating that objection to the Secretary of the Commission.

If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.

Sincerely,

A handwritten signature in black ink, appearing to read "Lucia Austin". The signature is written over a horizontal line.

Lucia Austin  
Director of Quality Control  
American Power & Gas  
1-727-479-0599

CC: **William Kovalenko**

228 Behrans Rd Jim Thorpe PA 18229

FedEx Tracking Number **8088 8883 5477**

Form ID No **0215**

**1 From**

Date 6.30.16

Sender's Name Lucia Austin Phone 727 733-8700

Company AMERICAN POWER AND GAS LLC

Address 10601 BELCHER RD S  
Dept./Floor/Suite/Room

City SEMINOLE State FL ZIP 33777-1407

**2 Your Internal Billing Reference**

**3 To**

Recipient's Name Rosemary Chiavetta Phone 717 787-8009

Company PA Public Utility Commission

Address 400 North St.  
We cannot deliver to PO boxes or PO ZIP codes Dept./Floor/Suite/Room

Address \_\_\_\_\_  
Use this line for the HOLD location address or for continuation of your shipping address.

City Harrisburg State PA ZIP 17120

**HOLD Weekday**  
FedEx location address  
**REQUIRED NOT available for FedEx First Overnight**

**HOLD Saturday**  
FedEx location address  
**REQUIRED Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.**



8088 8883 5477

**4 Express Package Service** \* To most locations.  
NOTE: Service order has changed. Please select carefully.

Packages up to 150 lbs.  
For packages over 150 lbs., use the FedEx Express Freight US Airbill

Next Business Day	2 or 3 Business Days
<input type="checkbox"/> <b>FedEx First Overnight</b> Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> <b>FedEx 2Day A.M.</b> Second business morning.* Saturday Delivery NOT available.
<input type="checkbox"/> <b>FedEx Priority Overnight</b> Next business morning.* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> <b>FedEx 2Day</b> Second business afternoon.* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
<input checked="" type="checkbox"/> <b>FedEx Standard Overnight</b> Next business afternoon.* Saturday Delivery NOT available.	<input type="checkbox"/> <b>FedEx Express Saver</b> Third business day.* Saturday Delivery NOT available.

**5 Packaging** \* Declared value limit \$500

FedEx Envelope\*     FedEx Pak\*     FedEx Box     FedEx Tube     Other

**6 Special Handling and Delivery Signature Options**

**SATURDAY Delivery**  
NOT available for FedEx Standard Overnight, FedEx 2Day, A.M., or FedEx Express Saver

**No Signature Required**  
Package may be left without obtaining a signature for delivery

**Direct Signature**  
Someone at recipient's address may sign for delivery. **Fee applies.**

**Indirect Signature**  
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. **Fee applies.**

**Does this shipment contain dangerous goods?**

**No**     **Yes** (As per attached Shipper's Declaration)     **Yes** (Shipper's Declaration not required)     **Dry Ice** (Dry Ice 9, UH 1845) \_\_\_\_\_ x \_\_\_\_\_ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.     **Cargo Aircraft Only**

**7 Payment Bill to:**

Sender  (Acct. No. in Section 7 will be billed)    Recipient     Third Party     Credit Card     Cash/Check

Enter FedEx Acct. No. or Credit Card No. below.    Obtain recip. Acct. No.

Total Packages 1    Total Weight 1.5 lbs    Credit Card Auth. [REDACTED]

(\*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details)



68431d

EXPRESS

fedex.com 1 800 Go FedEx 1 800 463 3339